



MITSUBISHI MOTORS NORTH AMERICA, INC.
3401 Mallory Lane, Franklin, TN 37067

February 28, 2020

To: All Mitsubishi Dealer Principals, General Managers, Parts Managers, & Service Managers

Subject: Customer Recall Re-Notification Campaign

As part of our continuing efforts to minimize the number of vehicles with open recalls, and to encourage customers to return to our dealer locations, we have initiated a Re-Notification Campaign for some affected customers.

This week, MMNA will be sending approximately 40,500 notifications to affected owners of the following vehicles: Lancer, Lancer Wagon, Lancer Evolution, and Outlander, Outlander Sport/RVR urging them to have important recalls completed at an Authorized Mitsubishi Dealership as quickly as possible. Customers will be notified via Direct Mail, email and social media.

<u>C1609R</u>	<u>Cross Member Corrosion</u>	2002-2007	Lancer, Lancer Wagon, Lancer Evolution
		2003-2006	Outlander
		2007-2013	V6 Outlander
<u>C1801R</u>	<u>Drive Belt Auto Tensioner</u>	2009-2012	Lancer
		2010-2012	Lancer Sportback
		2008-2012	Outlander
		2011-2012	Outlander Sport/RVR

Please refer to the online Technical Service Bulletins (TSBs) for repair procedures and related parts information needed to properly complete these recalls. These TSBs can be found on the Mitsubishi Dealer Link under Service > Warranty Central > 10.Recall/Service Campaign Archives.

While their vehicle is at your dealership, be sure to review the Warranty SuperScreen to verify that **all pending recalls** have been completed. Be sure they receive a free multi-point inspection through MiCar or CVIR and return the vehicle to the customer clean or cleaner than when the vehicle was dropped off.

This is an excellent opportunity to improve customer satisfaction and build loyalty. Please plan to reach out to these customers (review your "Open Campaign" eReport on Mitsubishi Dealer Link) and bring them in for needed safety work and their spring service needs.